ANNEXURE-2

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned by Government of Karnataka)

No: BESCOM/GM(CR)/BC-48/2023-24/ HEDS

Corporate Office
K.R. Circle
Bangalore-560 001
Date: 23 FEB 2024

AMENDMENT

Sub: For Setting up and Managing the Integrated (24x7) call center by providing qualified personnel with necessary infrastructure for Circle Control Room pertaining to CTAZ and BRAZ of BESCOM in single premises to be located in Bangalore–reg.

Ref:
1. Enquiry No: BESCOM/2023-24/SE0115
2. Paper Notification dtd 20.02.2024
3. Pre-bid meeting dtd 23.02.2024
4. Approved by MD, BESCOM dated 23.02.2024

PREAMBLE:

- Tender Enquiry called for "For Setting up and Managing the Integrated (24x7) call center by providing qualified personnel with necessary infrastructure for Circle Control Room pertaining to CTAZ and BRAZ of BESCOM in single premises to be located in Bangalore vide in ref 1 .
- NIT was published on 20.02.2024 in Prajavani and The Times of India.
- Pre-Bid meeting was held on 23.02.2024.Queries were raised by prospective bidders and requested to relax/modify the PQR.
- On consideration of request made by the prospective bidders and in view of active participation by them on submission of bid for the subject enquiry few modifications to the bid are made and hence this amendment.

Nomenclature / Section/ Clause No.	As Existing	Nomenclature / section/ Clause No.	As Amended
Section I of ITB 44.2	This Performance Bank Guarantee will be for an amount of 10% of the total contract value. All charges whatsoever such as premium, commission etc., with respect to the Performance Bank Guarantee shall be borne by the bidder.	**Section I of ITB 44.2**	This Performance Bank Guarantee will be for an amount of 5% of the total contract value. All charges whatsoever such as premium, commission etc., with respect to the Performance Bank Guarantee shall be borne by the bidder.

All other terms & conditions in the bid documents remains un-altered.

General Manager (Ele)
Customer Relations, BESCOM

Copy To:

1. PS to MD/D(T)/D(F), BESCOM with a request to place before MD/D(T)/D(F), BESCOM for kind information.
2. MF.